

**IOWAccess Advisory Council Meeting
Minutes of June 17, 2004**

F i n a l

Present: Quent Boyken, Herb Strentz, David Redlawsk (by phone), Mary Maloney, Jane Ginapp, Kelly Hayworth, Gail Flagel, Glen Dickinson (by phone), Dick Neri, Miriam Ubben, Marsha Ternus (only for the first half hour)

Absent: Sheila Castaneda, Bob Brunkhorst, Bill Dotzler, Ervin Dennis, Greg Stevens

Guests: John Gillispie, Tim Erickson, Lorrie Tritch, Larry Murphy, Nadir Mehta, Mark Uhrin, Pat Lantz, Dr. Yu-Che Chen and Dr. Kurt Thurmaier (Iowa State University), Angell Magnani (DPS), Steve Conlon (DPS), Erwin Erickson (Auditor's Office), Amy Kern and Greg Naylor (Iowa Committee on Diversity), Marla Sheffler (Iowa Child Care and Early Education Network)

Council Chair, Quent Boyken, opened the meeting and noted that a quorum of members was present.

1. Approve Minutes – Herb Strentz moved approval of the April 19 meeting minutes. Gail Flagel seconded the motion. An oral vote was taken, approving the minutes as written.
2. Funding Status for the Electronic Tax Administration project – The Chair recounted that the council previously approved a Department of Revenue project after the project's pooled technology funds were frozen. The original agreement was that the Department of Revenue would reimburse the IOWAccess account (approximately \$400,000) if pooled technology funds were subsequently released. The funds were eventually released, however the Legislature did not appropriate sufficient dollars for the Department of Revenue FY05 initiative. If the Department of Revenue does reimburse IOWAccess from its FY04 appropriation, they will come back to the council next month to request funding for their FY05 project (sales tax). The sales tax project would qualify under IOWAccess operating rules. John Gillispie's recommendation is that the Council decline reimbursement from the Department of Revenue, however the decision is up to the Council. As of July 1st, the IOWAccess fund will receive another \$1 million in receipts for driver records. Quent concurred with John and noted that the electronic tax administration projects usually receive high scores. Marsha Ternus motioned that the Department of Revenue be allowed to retain the IOWAccess funds; Gail Flagel seconded the motion. An oral vote was taken; the motion passed unanimously.

Quent announced that Nadir Mehta, division administrator in the Information Technology Enterprise (ITE), was leaving state government and thanked him for his service to the Council.

3. E-Government Survey – John Gillispie elaborated on the Iowa E-Government Project Proposal, first discussed several months ago. Online government services are growing every day. In this regard, we must consider some key issues: What are the current and future

demands for E-Government services by citizens and businesses? How would payment methods affect citizen and business use of E-Government services? What are the guiding policies for prioritizing and financing E-Government Services? There are three proposed categories for E-Government: specialized services (a fee is charged for customized services), optional services (include a convenience charge), and basic services (no transaction fee involved). Basic services would include such things as professional licensing, basic public information; these services should be readily available and easy to access. A convenience fee is applicable when an individual has the option to obtain services over the Internet and is willing to pay an extra fee for the convenience of doing so. Specialized services are items such as highly customized address lists. It is important that we seek feedback from citizens to determine their wants/needs; we have made certain assumptions and need input. This project has two phases. Phase I is the demand study (July-December, 2004). The second phase is the finance study (January-June, 2005). The total for phase one is \$57,034; phase two is the same amount, resulting in an overall cost of \$114,068. A study has not been conducted since 2001. Internet habits have changed dramatically since that time. During each phase of the new study, 200 individuals and 200 businesses will be surveyed. Primarily, information will be gathered by phone, however some surveys may be completed on paper. Asked if electronic surveys were being considered, John advised that a mixture of survey instruments (phone, paper, and electronic) would be used to reach a broad base. There was some thought that it might be appropriate for the council to begin a discussion of the issues rather than beginning with the public. Iowa Interactive/NIC works with several different states (18) and should have some insight in these matters. John responded that Iowa Interactive has discovered that citizens' "wants" vary from state to state. Iowa does show unique/different tendencies than some other states. Tim Erickson, manager of Iowa Interactive, believes that the study would be quite beneficial. Quent sees the study as one that goes to the heart of the council's mission. The unknown factor is whether the results will have a true impact. A question arose about the reasoning for running two separate surveys rather than one survey with both sets of questions. Dr. Thurmaier, Iowa State University, indicated that the first order of business is determining what people want; after collecting that information, you make a repeat visit with a defined list and find out what people are willing to pay. The two surveys are conducted three to four months apart. Another factor is attention span. Each survey takes about 20 minutes. If the surveys are combined, completion time is too long. Miriam Ubben moved that the Council proceed with a research project (not necessarily this one) with the caveat that a subcommittee meets with John Gillispie to discuss the project further. Gail Flagel seconded the motion. A substitute motion was subsequently made to approve the proposed ISU project and to allow those council members that were interested in doing so to continue to work on the project. An oral vote was taken, yielding one opposing vote (Herb Strentz) with the remaining council members casting an affirmative vote. In keeping with the motion to form a subcommittee to work with ISU, David Redlawsk, Mary Maloney, and Miriam Ubben volunteered to work with Dr. Chen and Dr. Thurmaier on completion of the overall project. This assumes no change in cost figures or overall project plan.

4. Financial Report – Denise Sturm. Previously, the Council received a report showing figures through the end of April. The unobligated cash balance was \$604,000 and an additional \$1 million will be received on July 1st.

John advised that a small amount of IOWAccess funding (approximately \$1500) had gone to Iowa Interactive for a project for the Department of Commerce. Generally, John does not plan to authorize such expenditures, but it is within his authority to do so, since the Council is an advisory board. John stated that if the expenditure was more than \$5000, he would seek council approval.

This is the style of report that Quent would like to see each month. Project expenditures as well as line items (such as John's \$1500 expenditure) should be included in the financial summary.

5. Project Updates – Mark Uhrin. The teacher licensing and food inspection projects are moving along well. For future project updates, Quent would like to see ITE's timeline (expected start date, expected completion date). For pending/concept projects, the Council would like a general idea of the amount of funding that would be requested. Quent encouraged Mark to be assertive with agencies whose projects have been approved, but who for whatever reason do not seem to be making progress. When the council approves funds, it expects the project to begin. Mark reported that the project for Campaign Finance had been completed (WRS public access improvements), but had gone over budget by \$122.00. Herb Strentz suggested that a letter be sent to those agencies whose projects have not progressed. Quent indicated that he would compose the letter. Future projects/presentations should include the anticipated timeline for completion, etc.
6. Subcommittee Report on the Mission Statement – this item postponed until later in the meeting.
7. Project Presentations - The council will hear presentations today from two non-state government entities. John has been conferring with Pat Lantz (DAS' Attorney), trying to determine the legality of funding non-government projects. Asked about the legality, the Attorney General's Office has given an opinion of "maybe." Pat and John are wrestling with several issues and will be compiling a list of questions for use in such circumstances. The projects you hear about today are in concept form only, you will not be voting on them.

Department of Public Safety (DPS) Request for Funding (\$47,375) – Criminal History Records Online Project – Steve Conlon. DPS wants to make criminal histories available on the Internet. The criminal history file includes an individual's arrests, fingerprints, and disposition of charges. Right now, criminal histories may be obtained by mail, fax, or walk-in request. Online access would mean going to an Internet site, submitting a name and information, paying a fee by credit card, and receiving a response. Access to the system would be worldwide, convenient, available on a 24/7 basis, and provide instant response. At present, due to the volume received, DPS dedicates eight individuals to criminal history requests. The current fee schedule is \$5 for walk-in, \$13 by mail, and \$15 by fax. The proposed Internet fee is \$12 and would be revisited in a year. A criminal history check yields name, alias, date of birth, demographic information, arrest, conviction and sentence data. It does not contain the social security number or address, dismissed or acquitted charges, or "not guilty" verdicts. What assurance is there that the information on a person's record is

accurate? In general, the problem has not been accuracy, so much as the record being incomplete from one law enforcement agency to another. Concern was expressed that the \$12 fee seemed higher than necessary. Mr. Conlon responded that DPS was just trying to cover expenses, not make a profit. Kelly Hayworth moved approval of the funding request; Jane Ginapp seconded the motion. Miriam Ubben inquired if DPS was ready to start right away and Mr. Conlon responded affirmatively. An oral vote was taken, yielding one opposing vote (Quent Boyken) with the remaining members voting to approve. The Code of Iowa allows Public Safety to establish a fee schedule.

8. State Auditor's Office – Approve Concept of Putting State Audit Reports Online – Erwin Erickson. Erwin stated that the Auditor's Office would like to post all government audit reports on the Internet so that they are available to the public, regulatory bodies, and the media. There are 1400 audit reports per year, approximately 450 are completed by the State Auditor's Office. Those 450 are already accessible via the Internet. This project would allow the remainder to be posted on the Internet. All audits are currently required to be submitted to the Auditor's Office on paper. The Auditor's Office is proposing electronic submission of audit reports which could then be posted to the web. Ongoing maintenance costs would come from the Auditor's operating funds. Startup costs are estimated to run between \$2500 and \$3500. No costs or convenience fees will be charged to customers. Today's request is to approve the overall concept. Dick Neri moved approval of the concept; Mary Maloney seconded the motion. An oral vote was taken and passed unanimously.
9. Iowa Committee on Diversity – Approve Concept of Diversity Education Network - Greg Naylor. As John Gillispie mentioned earlier, this proposal is from one of the non-state government entities where the legality of funding is still in question. The Committee is seeking funding for a diversity education network between the public sector, government, and private sector. Citizens of Iowa would benefit from having a comprehensive resource accessible on the Internet. There would be a sharing of common resources and common issues. The Committee believes this falls within the scope of making government information/services accessible to the public. Anticipated costs are in the neighborhood of \$75,000. The Iowa Committee on Diversity has always been a nonprofit 501(c)3. It relies on private funding and does have active financial supporters. Council members asked what type of information would be available on the website. Mr. Naylor indicated that it might include information on English as a second language, racial profiling, or model programs from cities that have already dealt with a specific diversity issue. The Committee has no annual budget or paid staff members. In the fall, they may seek private funds and hire an Executive Director. Quent recognized the Committee's need, but stated that he would probably not be inclined to approve \$75,000 for a nonprofit based upon the current circumstances.
10. Iowa Child Care and Early Education Network – Approve Concept of Website Development and Application – Marla Sheffler. This proposal is from a nonprofit, non-state government entity. The current network is funded primarily through contracts with the Department of Human Services and has a staff of nine. The project would expand the current website to provide more information and services. The State is mandated to provide childcare resource and referral services and early learning standards. The Network anticipates a cost of \$5,000.

Their annual budget is \$1.5 million. If IOWAccess does not fund the request, the Network will seek other funding. The Council was generally supportive, but still has to explore the legality issue. Could a state agency request this money on behalf of the Network, even though it chooses to outsource the work? There are a couple of other potential projects that appear to be similar. Marla will contact the Department of Management to see if the projects have overlapping goals. The Code of Iowa states that the Council's mission is to provide access to government information. It would be better to have nonprofits partner with state agencies when requesting funds. The Council may also wish to consider whether the nonprofit is an advocate for certain public policy which the State does not adhere to. The Council believes that nonprofits should bring requests through a state agency or that there should be a 28E agreement in place.

11. Wrap Up

Report on Mission Statement – At the April meeting, Jane Ginapp and Sheila Castaneda agreed to work on the Council's mission statement and bring it back for discussion at the next meeting. There are three pieces to resolve: “fund,” “cost effective,” and “for use by Iowa citizens.” The Council's goal was to have a concise mission statement to remind them of their purpose. It was suggested that the word “recommend” replace “fund,” and that “cost effective” and “for use by Iowa citizens” be removed. Because a quorum of members was no longer present, the council was unable to take further action.

There was a request to remove outdated bylaws from the IOWAccess Advisory Council website. Note: The bylaws were subsequently removed.

Items for the next meeting:

Report from Quent on the response to his letter

Budget for IOWAccess for the new fiscal year, to include ongoing maintenance costs

The July 8 council meeting was cancelled.

The September 9 meeting was cancelled. Diane will poll the members to determine their availability for a September 10 meeting at 9:30 a.m.

There being no further business, the meeting adjourned at 12:20 p.m.